Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Agriculture and Food	60 48	60 48
Customer Company Total	60 48	60 48

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Agriculture and Food	60 1	60 1
Customer Company Total	60 1	60 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents	
	Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
Agriculture and Food	60 0.06	60 0.06
Customer Company Total	60 0.06	60 0.06

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Agriculture and Food	60 1	60 1
Customer Company Total	60 1	60 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	**ATTR Total**
Agriculture and Food	60 0.74	60 0.74
Customer Company Total	60 0.74	60 0.74

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Detail

INC000000206259	McCrae Christiansen	None	None	None			TIR Missed: Yes	TIR:	1.44
	Application Services	Eva Cornish	Agriculture and Food	Low	Closed		TTR Missed: Yes	TTR:	36.89
INC000000213409	Kelly Oneida	PC/Laptop	Performance	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000214078	William Robinson	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000214239	Thayne Mickelson	PC/Laptop	Password	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000214242	Ivette MacQueen	PC/Laptop	Hardware	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000214246	Shelly Jensen	Application	Error	Microsoft Access			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000214559	David Bailey	None	None	None			TIR Missed: No	TIR:	0.78
	Capitol Hosting	Jill Berman	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.78
INC000000214588	William Robinson	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000214595	George A Wilson Jr	PC/Laptop	Password	PGP			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215090	Kyle Stephens	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215106	Carla Johnson	Application	Error	Microsoft Access			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215109	Carla Johnson	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215115	LaJeanne Gilgen	PC/Laptop	Performance	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215121	LaJeanne Gilgen	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215125	LaJeanne Gilgen	Application	Reporting	Novell GroupWise 32-bit Windov			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000216252	Arlene Thatcher	PC/Laptop	Performance	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00

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INC000000216256	Dale Kunze	Application	Error	Microsoft Access	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000216288	Linda Lewis	Application	Reporting	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

| INC000000216296 | Shelly Jensen | Application | Error | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000216364 | Kelly Oneida | PC/Laptop | Performance | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000216667 | Shelly Jensen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Doug Brown | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000217104 | Mark Quilter | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000217109 | Trudy Casey | PC/Laptop | Password | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000217112 | James Leavitt | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000217116 | Nancy Heath | PC/Laptop | Password | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000218061 | Angela M Martinez | Application | Error | WinWam Software | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000218869 | Vicki Needham | Application | Reporting | Symantec AntiVirus | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000219511 | Linda Lewis | Application | Error | None | TIR Missed: No | TIR: | 0.30 |
| | Metro D Desktop Support | Philip Henderson | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.30 |

| INC000000219520 | Christina Bolli | Network | Error | None | TIR Missed: No | TIR: | 0.28 |
| | Metro D Desktop Support | Philip Henderson | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 1.90 |

| INC000000220855 | Gordon Brown | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000220858 | Arlene Thatcher | PC/Laptop | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000220862 | Michelle Jack | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000220869 | Jay Schvaneveldt | Application | Reporting | PGP | TIR Missed: No | TIR: | 0.00 |
| | Metro D Desktop Support | Jon Hager | Agriculture and Food | Low | Closed | TTR Missed: No | TTR: | 0.00 |

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INC	Name	Category	Type	Product		TIR Missed	TIR
INC000000220884	Mohammed Sharaf	PC/Laptop	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000220886	Kelly Oneida	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000220889	Kathleen Mathews	Application	Error	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000220890	Kathleen Mathews	Application	Reporting	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000220895	Phillip Crowther	Application	Error	WinWam Software		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000221249	Shelly Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 1.67
INC000000221250	Shelly Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support	Pavel Milyavskiy	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 1.70
INC000000221737	Ivette MacQueen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000221750	Clark Burgess	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000221762	Claudette Walcott	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222015	Michelle Jack	Mobile Devices	Error	Palm Desktop		TIR Missed: No	TIR: 0.42
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000222712	Vicki Needham	Network	Incident	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000223627	LaJeanne Gilgen	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.19
	Voice/Data/WAN Services	Mitch Hood	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.44
INC000000223735	Carla Johnson	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000223737	LaJeanne Gilgen	Application	Reporting	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000223743	Angela M Martinez	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000223745	Wyatt Frampton	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000223750	LaJeanne Gilgen	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000223753	Linda Lewis	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000224595	Linda Lewis	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226099	Therese Aschkenase	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226104	Arlene Thatcher	PC/Laptop	Password	PGP	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226106	William Holt	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226107	Roy Gunnell	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226111	Bruce King	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226935	Terry Menlove	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226937	Therese Aschkenase	Application	Reporting	Internet Explorer	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00